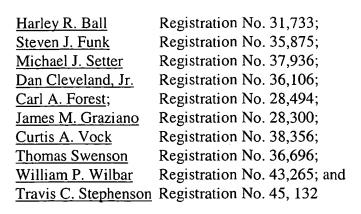


DECLARATION AND POWERS OF ATTORNEY

As a below named inventor, I hereb		_
citizenship is as stated below next to my		_
(if only one name is listed below) or an o		
below) of the subject matter which is cl	aimed and for which	a patent is sought on the invention
entitled "METHOD AND APPARATU	S FOR PROCESSING	G WEB CALLS IN A WEB CALL
CENTER" the specification of which wa	as filed on	, as Application No and
was amended herewith or, if not identifi	ed here by filing date	and application number, is attached
hereto. I have reviewed and understa	and the contents of t	he above identified specification,
including the claims, as amended by an		
to disclose information which is mater		
with 37 CFR 1.56(a). I hereby claim for		
application(s) for patent or inventor's ce		•
foreign application for patent or inventor		•
this invention having a filing date before	•	
tino invention having a ming date before	that of the application	. on which priority is claimed.
Application No in	on priorit	y claimed () Yes () No
Application No in	on priorit	y claimed () Yes () No
Application No in	on priorit	y claimed () Yes () No
I hereby claim the benefit under Title	25 United States (Code 8120 of any United States
application(s) listed below and, insofa		and the second s
application is not disclosed in the prior	_	
first paragraph of Title 35, United St		-
information which is material to pa		<u> </u>
Regulations, \$1.56 which became avail	•	
the national or PCT international filing of	iate of this application	•
(Application Number)	(Filing Date)	(Status-patented, pending, abandoned)
(Application Number)	(Filing Date)	(Status-patented, pending, abandoned)

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 USC 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon. I hereby appoint, individually and collectively, the following as my/our attorney or agent with full power of substitution and revocation, to prosecute this application and to transact all business in the U.S. Patent and Trademark Office connected therewith:



PLEASE ADDRESS ALL COMMUNICATIONS TO:

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(Signature in Full)

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